

Town of North Hempstead Service Requests via 311

November 2005 through September 2015

Department Description	Group Description	Type Description	Count
Administrative Services	Administrative Services	Adm Svc - Critter Corner - Geese Nest	31
		Adm Svc - Critter Corner - Pigeons	14
		Adm Svc - From Transfer	29
		Adm Svc - Green Team	628
		Adm Svc - PW Parking - Broken Meter	135
		Adm Svc - PW Parking - Lot Condition	15
	Administrative Services		852
Administrative Services			852
Community Services	Community Services	CommSvc - Bus Booking for Group	47
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	2,512
		CommSvc - Bus Pickup Schedule	1,365
		CommSvc - Educational Program	41
		CommSvc - From Transfer	36
		CommSvc - Informational	2,544
		CommSvc - Misc SR	411
		CommSvc - Seasonal Programs Registration	3,493
		CommSvc - Senior Card Application	182
		CommSvc - Volunteering for General Programs	16
	Community Services		11,745
Community Services			11,745
Department of Public Safety	Animal Shelter	AS - Barking Dog (Del)	1
		AS - Dead or Injured Dog Pickup (Del)	1
		AS - Dog Nuisance (Del)	1
		AS - Found Dog Info Only SR	1
		AS - Found Dog Pickup (Del)	1
		AS - Lost Animal Info SR (Del)	4
		Animal Sh - Appearance Ticket	37
		Animal Sh - Barking Dog	486
		Animal Sh - Call Back	67
		Animal Sh - Dead Dog Pickup	40
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	5,097
		Animal Sh - Dog Bite	15
		Animal Sh - Dog Defecation	247
		Animal Sh - Found Animal	789
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	17
		Animal Sh - Lost Animal	1,502
		Animal Sh - Menacing or Harrassing Dog	320
		Animal Sh - Misc	357

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Animal Shelter	Animal Sh - Sign	105
		Animal Sh - Surrender a dog	283
		Animal Sh - Unleashed - Stray Dog	653
	Animal Shelter		20,001
	Cat Shelter	Cat Shelter - Call Back	861
		Cat Shelter - Feral Cats	2,123
		Cat Shelter - From Transfer	3
		Cat Shelter - Informational	367
	Cat Shelter		3,354
	Code Enforcement	Code - After Hours/Weekend Construction	377
		Code - Animal (except Dog / Cat / Wild life)	88
		Code - BZA Noncompliance	19
		Code - Basketball Stanchion	160
		Code - Boat	82
		Code - Boating Miscellaneous	10
		Code - Building Permit	275
		Code - Call Back Request	4,493
		Code - Commercial Vehicle stored in Residential Property	554
		Code - Commercial Vehicle stored on Residential Property	490
		Code - Commerical Garbage Container	32
		Code - Court	2,725
		Code - Court Renew (deleted)	7
		Code - Dock Inspection	50
		Code - Drop Off Bin	88
		Code - Dumpster	231
		Code - Dust	18
		Code - Fence	928
		Code - From Transfer	158
		Code - Garbage	1,908
		Code - Graffiti	311
		Code - Handicap Parking	39
		Code - Heat / Air Conditioning	19
		Code - Informational	769
		Code - Leaves Accumulation	161
		Code - Licensing	167
		Code - Lights	102
		Code - Liquid Discharge Into Street	5
		Code - Litter	540
		Code - Miscellaneous	2,890
		Code - No Plates / Inoperable Vehicle	1,451
		Code - Noise	922
		Code - Odor	267

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	2,602
		Code - PW Parking - Broken Meter	2
		Code - PW Parking - Lot Condition	1
		Code - Property Maintenance	2,860
		Code - Property Violations Search	12,967
		Code - Reckless Boating	4
		Code - Sidewalk Obstruction	606
		Code - Signs	1,479
		Code - Smoke	29
		Code - Snow/Ice Removal	1,347
		Code - Storage and Display	232
		Code - Tree Removal	232
		Code - Unlawful Property Use	796
		Code - Water Flow / Accumulation	296
		Code Enforcement	
	Parking Enforcement	Parking District - Port Washington	102
		Parking District - Roslyn	13
		Prkg Enfrc - Call Back Request	228
		Prkg Enfrc - Commercial Parking	397
		Prkg Enfrc - From Transfer	58
		Prkg Enfrc - Informational	771
		Prkg Enfrc - Parking Violations Complaint	1,860
	Parking Enforcement		3,429
	Port Washington Parking District	Adm Svc - PW Parking - Broken Meter	4
		Code - PW Parking - Broken Meter	1
		PWPD - Broken Meter	108
		PWPD - Call Back Request	41
		PWPD - Lot Condition	16
		PWPD - Miscellaneous	35
	Port Washington Parking District		205
	Security Division	Security - Park Noise	6
	Security Division		6
Department of Public Safety			70,784
Department of Public Works	Department of Public Works	DPW - Mill Pond Project	36
		DPW - Prospect Ave Project	12
		DPW - Road Project	146
	Department of Public Works		194
	Highway Department	Hwy - Abandoned Vehicle	264
		Hwy - Animal Sign - New Request	71
		Hwy - Basketball Stanchion	112
		Hwy - Bee's Nest Removal	203
		Hwy - Call Back Request	1,674

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Department Description	Group Description	Type Description	Count
Department of Public Works	Highway Department	Hwy - Catch Basin	1,352
		Hwy - Cemetery Maintenance	45
		Hwy - Complaint - Highway Employee / Vehicle	388
		Hwy - Curb Repair	1,725
		Hwy - Dead Animal Pickup	1,468
		Hwy - Dead End Guard Rail	27
		Hwy - From Transfer	169
		Hwy - Grass Cut / Mow	1,806
		Hwy - Informational	3,737
		Hwy - Manhole Repair	227
		Hwy - Miscellaneous	4,798
		Hwy - Permits / Road Opening Application Request	666
		Hwy - Plow Damage	151
		Hwy - Pothole	5,721
		Hwy - Pothole Filled Without Request	3,032
		Hwy - Shopping Cart	135
		Hwy - Snow and Ice Control	3,634
		Hwy - Sprinkler Damage	89
		Hwy - Street Drainage / Flooding	2,079
		Hwy - Street Painting	2,093
		Hwy - Street Repaving Project	49
		Hwy - Street Sign - New Request	863
		Hwy - Street Sign - Remove	146
		Hwy - Street Sign - Repair / Replace	9,711
		Hwy - Street Sweeping / Cleaning	2,176
		Hwy - Sump	40
		Hwy - Telephone/Utility Pole	74
		Hwy - Traffic Signal	1
		Hwy - Tree Branch / Debris Pickup	4,850
		Hwy - Tree Fallen - Emergency	2,838
		Hwy - Tree Planting	3,977
		Hwy - Tree Removal Objection	136
		Hwy - Tree Stump Removal	5,567
		Hwy - Tree Trimming / Removal Inspection	14,962
	Highway Department		81,056
	Sidewalk District	Sidewalk - Sidewalk Repair	5
	Sidewalk District		5
	Street Lighting District	Street Light - Cable Break	186
		Street Light - Cycles On / Off	2,075
		Street Light - Fixture Problem	1,043
		Street Light - From Transfer	16
		Street Light - Light Out (Single)	13,485

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Department Description	Group Description	Type Description	Count
Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	4,548
		Street Light - Mark Out	12,316
		Street Light - Misc Problems	752
		Street Light - New Light Request	63
		Street Light - On During Day	3,495
		Street Light - Pole Problem	786
		Street Light - Pole Transfer	2
		Street Light - Riser Transfer	5
		Street Light - Service Complaint	1
	Street Lighting District		38,773
Department of Public Works			120,028
Housing Authority	Housing Authority	Housing - Appliance	317
		Housing - Electrical	391
		Housing - High Priority SR	285
		Housing - Misc Carpentry	260
		Housing - Misc Construction	104
		Housing - Misc Exterior	101
		Housing - Misc SR	510
		Housing - Pest Control	117
		Housing - Plumbing	825
	Housing Authority		2,910
Housing Authority			2,910
Human Resources and Finance	Human Resources and Finance	HR - ADA Compliance	13
		HR - Call Back Request	343
		HR - Informational	1
		HR - Medical and Insurance Benefits	160
		HR - Misc SR	69
		HR - Nova Time	135
		HR - Personnel and Employment	148
		HR - Training	1
		HR - Worker Compensation	2
		HR - Worker's Compensation	19
		HR - Workman Compensation	1
	Human Resources and Finance		892
Human Resources and Finance			892
Information Technology	Information Technology	IT - Address Problem in CSR	168
	Information Technology		168
Information Technology			168

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Department Description	Group Description	Type Description	Count
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1,189
		OIC - Informational	1,636
		OIC - Inter Municipal SR	6,316
	Inter Municipal Affairs		9,141
Inter Municipal Affairs			9,141
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	494
		Park - Directions	615
		Park - Disabled Youth Recreation Program	46
		Park - Event	4,759
		Park - From Transfer	189
		Park - General Complaint	166
		Park - Hours	321
		Park - Informational	12,113
		Park - Informational - NC CommCenter	8
		Park - Informational - Tully Pool	5,495
		Park - Miscellaneous	595
		Park - Park Facilities Maintenance	1,386
		Park - Park Lights	117
		Park - Park Maintenance Projects	33
		Park - Park Permit Application Request	2,038
		Park - Park and Recreation Literature Request	194
		Park - School Principal RSVP	4
		Park - Service Cancellation	8
		Park - Theater Ticket Purchase	51
	Parks and Recreation Department		28,632
Parks and Recreation Department			28,632
Planning and Building Department	Board of Zoning Appeals	BZA - Board of Zoning and Appeals Informational	503
		BZA - Filing for an Appeal	12
		BZA - Questions needing Answers	320
		BZA - Request for a Zoning file	6
		BZA - Zoning Parcel	5
	Board of Zoning Appeals		846
	Building Department	Bldg - Abandoned Property	4
		Bldg - Application Escalation (Not in Use)	1
		Bldg - Application Status	3,705
		Bldg - Call Back	632
		Bldg - Call Back Request (Not in Use)	80
		Bldg - Certificate Status	703
		Bldg - Construction Complaint	1,172
		Bldg - Employee Complaint	139
Bldg - Flood Plain Management		1	
Bldg - From Transfer	246		

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Department Description	Group Description	Type Description	Count	
Planning and Building Department	Building Department	Bldg - General Question Needs Answers	7,681	
		Bldg - Housing Complaint	149	
		Bldg - Illegal Housing	2,440	
		Bldg - Informational Request	46,895	
		Bldg - Inspection Request	448	
		Bldg - Inspection Request for Town Clerk	1	
		Bldg - Miscellaneous	54	
		Bldg - Miscellaneous (Not in Use)	286	
		Bldg - New/Change of Address	4	
		Bldg - News Informational (Not in Use)	1	
		Bldg - Oversize Building (Not in Use)	14	
		Bldg - Permit Info Request (Not in Use)	339	
		Bldg - Permit Question Needs Answers	1,413	
		Bldg - Retaining Wall	142	
		Bldg - Suspect Work Without a Permit	2,228	
		Bldg - Unable to Reach Inspector	29	
		Building Department		68,807
		Planning Department	Planning - Call Back Request	208
	Planning - Claims for Consultants/Vendors		2	
	Planning - From Transfer		6	
	Planning - Informational		362	
	Planning - Questions needing Answers		196	
	Planning - Request for Flood Map		4	
	Planning - Scheduling for a Planner		11	
	Planning - Subdivision of Land		10	
	Planning Department		799	
	Planning and Building Department			70,452
	Project Independence	Project Independence	311 - Nassau Helicopter	3
PI - Aging In Place Conference RSVP			751	
PI - Call Back Request			1,516	
PI - Cancellation			37	
PI - Caregiver Support			653	
PI - Exercise Program Registration			1,003	
PI - Financial Assistance			328	
PI - Flu Shot Registration			1,020	
PI - Food and Hunger			152	
PI - From Transfer			6	
PI - Health Chat/Event Registration			947	
PI - Health and Mental Health			7,620	
PI - Household Maintenance			1,421	
PI - Informational			2,537	
PI - Membership Registration			10,519	

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Department Description	Group Description	Type Description	Count
Project Independence	Project Independence	PI - Miscellaneous	4,895
		PI - NORC SR	843
		PI - No Heat emergency (Excl HA)	32
		PI - No Heat emergency (Excl Housing Authority)	17
		PI - Program Registration	2,926
		PI - Registration	66
		PI - SHARP Program	78
		PI - Snow Removal	23
		PI - Support Group Registration	64
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	77,697
		PI - Taxi Service Cancellation	5,703
		PI - Taxi Service Complaint	729
		PI - Taxi for Food Shopping	5,940
		PI - Taxi for Food Shopping Cancellation	420
		PI - Taxi for Medical Appointment	5,554
		PI - Taxi for Medical Cancellation	563
		PI - Transportation/Mobility Mgmt Info	1,149
		PI - Volunteer	154
		PI - Volunteering for Senior Programs	32
	Project Independence		137,755
Project Independence			137,755
Receiver of Taxes	Receiver of Taxes	Tax - Bank / Financial	4
		Tax - Call Back Request	112
		Tax - Duplicate Bill or Receipt	1,196
		Tax - Informational	37,482
		Tax - Property Assessment Workshop	355
		Tax - Reduction to Assessment	3
		Tax - Tax Bill Change	343
		Tax - Title Company	15
	Receiver of Taxes		39,510
Receiver of Taxes			39,510
Solid Waste Management	Solid Waste Management	SWMA - Call Back	1,414
		SWMA - Carting Complaints	931
		SWMA - Compost SR	722
		SWMA - Container without License / Permit	195
		SWMA - E-Waste	1,328
		SWMA - Employee Complaint	2
		SWMA - From Transfer	66
		SWMA - Garbage Not Picked Up	1,059
		SWMA - Informational	13,567
		SWMA - Landfill on Fire	2

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Department Description	Group Description	Type Description	Count
Solid Waste Management	Solid Waste Management	SWMA - Long Island Green Homes	46
		SWMA - Lost Property	6
		SWMA - Recycling Informational	790
		SWMA - Request for Public Trash Can	10
		SWMA - Stop Program	3,168
		SWMA - Strange Odor	5
	Solid Waste Management		23,311
	Sustainability Department	SWMA - Compost	721
		SWMA - Compost SR	105
		SWMA - Environmental Education	5
		SWMA - Long Island Green Homes	75
		SWMA - Power Up Communities	16
		SWMA - Rain Barrel	733
		SWMA - Rain Garden	8
		SWMA - Recycling / STOP Call Back	78
	Sustainability Department		1,741
	Solid Waste Management		25,052
Supervisor's Office	311 Call Center	311 - Dropped Call	17,025
		311 - Hang Up Call	10,736
		311 - Informational Request	161,228
		311 - LIPA Power Outage	1,192
		311 - NYC 311	58,638
		311 - PSEG Power Outage	66
		311 - Parking District Permit Informational	435
		311 - SR Constituent Follow-up	7,754
		311 - Street Repaving Schedule Inquiry	210
		Clerk - Information	16,828
		Tax - Bill Question	4,820
		Tax - Complaint	18
	311 Call Center		278,950
	Supervisor's Office	HR - ADA Compliance	2
		SupV - ADA Compliance	28
		SupV - Airplane	3,607
		SupV - Complaint - Other Employee	422
		SupV - Damage Assessment	15
		SupV - Employee Complaint	23
		SupV - Fire Department Recruitment	1
		SupV - Geese	173
		SupV - Helicopter	7,398
		SupV - Helicopter Nassau	1,924
		SupV - My Brother's Keeper Meeting RSVP	1
		SupV - Realtors Seminar RSVP	193

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Department Description	Group Description	Type Description	Count
Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1,571
		SupV - Townstat Call Back	7
		SupV - Verizon FIOS Work Complaint	4
	Supervisor's Office		15,369
Supervisor's Office			294,319
Template Group	Template Group	Bldg - Building SR Template	2
	Template Group		2
Template Group			2
Town Clerk	Town Clerk	Town Clerk - Application Notification	1
		Town Clerk - Bingo & Games of Chance	22
		Town Clerk - Birth Certificate	7,656
		Town Clerk - Block Party Application	152
		Town Clerk - Certificate of Existence	2
		Town Clerk - Codebook Supplement	22
		Town Clerk - Contracts & Bids	74
		Town Clerk - Death Certificate	3,795
		Town Clerk - Dog License	2,168
		Town Clerk - Domestic Partnership	134
		Town Clerk - Events and Scheduling	15
		Town Clerk - Filming Permit	125
		Town Clerk - Fishing License	150
		Town Clerk - Going Out of Business	23
		Town Clerk - Hunting License	137
		Town Clerk - Kids Safety Day Car Seat RSVP	1
		Town Clerk - Landscaping License	50
		Town Clerk - Liquor License	59
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Certificate	1,741
		Town Clerk - Marriage License	2,549
		Town Clerk - Miscellaneous	1,446
		Town Clerk - Parade Application	21
		Town Clerk - Parking (Mary Jane Davies Green)	12
		Town Clerk - Parking Restrictions Removal Request	441
		Town Clerk - Pawnbroker License	9
		Town Clerk - Peddler License	227
		Town Clerk - Secondhand Dealer License	99
		Town Clerk - Sidewalk Sale	10
		Town Clerk - Solid Waste Management License	236
		Town Clerk - Storage Bins	14
		Town Clerk - Taxi and Limousine License	292
		Town Clerk - Tow Truck License	210
		Town Clerk - Town Board Questions	21

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Department Description	Group Description	Type Description	Count
Town Clerk	Town Clerk	Town Clerk - Trucking License	1
		Town Clerk - Underground Tank	2
		Town Clerk - Waterways	36
	Town Clerk		21,961
Town Clerk			21,961
Summary			834,203